



Patents

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: **Baggenstoss et al.**)
Serial No.: **10/733,137**) Art Unit: **2614**
Filing Date: **December 11, 2003**) Examiner: **Al Aubaidi, Rasha S**
Title: **Managing the Selection of**) Confirmation No.: **8268**
 Performance Interventions in a)
 Contact Center) Docket No.: **07117.105017**

AMENDMENT AND RESPONSE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Responsive to the Official Action mailed January 11, 2007, please enter the below amendments and consider the remarks that follow.

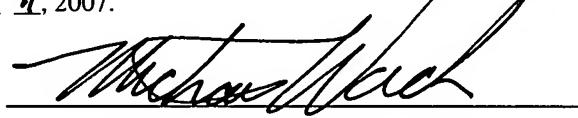
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05/16/2007 MGEBREM1 00000010 10733137

01 FC:2201
02 FC:2202

100.00 OP
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 11, 2007.



Michael L. Wach, Reg. No. 54,517